



The Case for the Care People Want

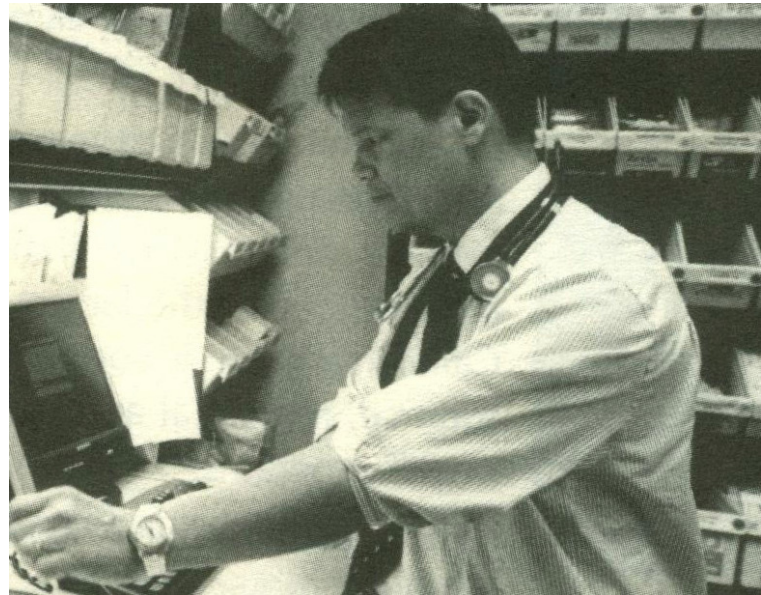
*"Quality and Community
Partnerships"*

**San Diego Council of
Community Clinics
Annual Summit
August 17, 2010**

**Winston F. Wong, MD
Medical Director
Community Benefit,
Kaiser Permanente**





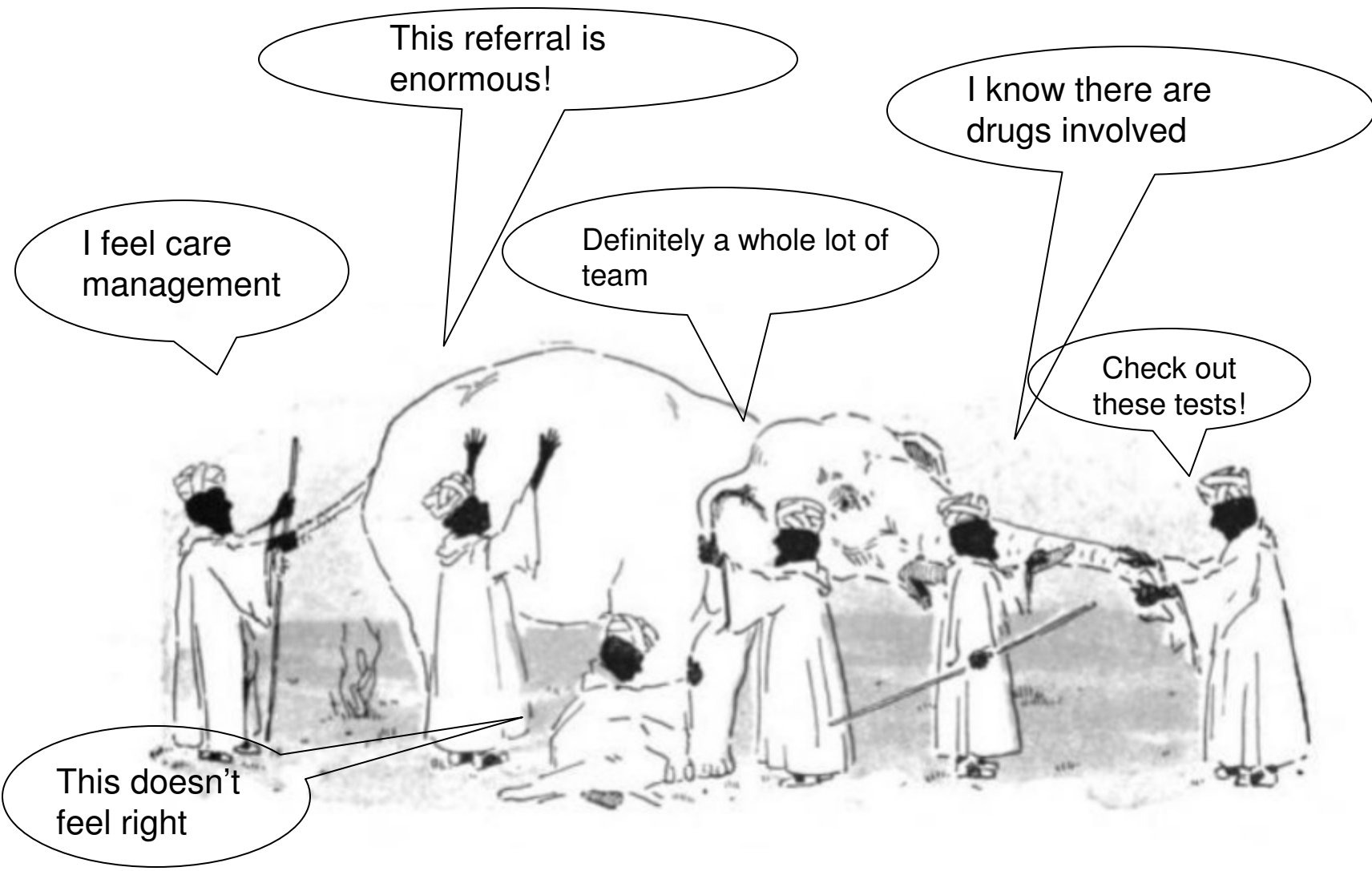




Did I really know what happened to Mr. Kwong?









The Ten Commandments

Thou shall keep patients foremost

Thou shall communicate with others

Thou shall be accountable for patients, people and community

Thou shall foster team care

Thou shall rely on evidence and knowledge

Thou shall not take things for granted





Were the needs of my family met today? Can I rely on my doctor to look after my needs?

- “You never change things by fighting the existing reality. To change something, build a new model which makes the existing model obsolete.”

– Buckminster Fuller

